



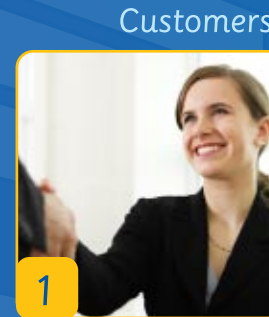
California government's technology partner and employer of choice



We deliver the technology services California government depends on

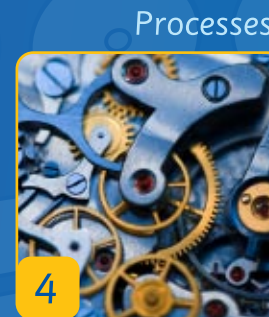


[www.dts.ca.gov](http://www.dts.ca.gov)



Department of  
Technology Services

Goals, Strategies  
and Objectives





## CUSTOMER SATISFACTION

**Deliver the best service experience in California state government.**

STRATEGY: The DTS will collaborate with customers and vendors to deliver services and solutions that support customer business needs and exceed their expectations.

- Objective 1.1 Ensure that services are continuously operational.
- Objective 1.2 Align service levels with customer requirements.
- Objective 1.3 Partner with customers and vendors to implement customer IT solutions.
- Objective 1.4 Provide self-service access to the DTS.
- Objective 1.5 Improve customer care.



## EMPLOYEE INVESTMENT

**Invest in our employees to create value for our customers.**

STRATEGY: The DTS will provide staff the knowledge and tools needed to excel.

- Objective 2.1 Recruit, retain, and develop a highly skilled workforce.
- Objective 2.2 Implement succession strategies.
- Objective 2.3 Implement organizational development strategies that will positively impact the work environment.



## FINANCIAL VIABILITY

**Offer the best value to our customers.**

STRATEGY: The DTS will reduce operating expenses and better align our rates with the cost to deliver products and services.

- Objective 3.1 Lower costs while maintaining service quality.
- Objective 3.2 Implement succession strategies.
- Objective 3.3 Enhance financial planning and forecasting methodology.
- Objective 3.4 Standardize architecture and technology to achieve financial efficiencies.
- Objective 3.5 Transform from component-based to usage-based measurements, where appropriate.



## PROCESS IMPROVEMENT

**Optimize business processes to enhance service management and reduce costs.**

STRATEGY: The DTS will adopt service management best practices to standardize and streamline internal and external processes. We will eliminate process redundancies and ensure processes are repeatable, measurable, and reportable.

- Objective 4.1 Modernize the DTS legacy systems.
- Objective 4.2 Standardize and consolidate internal processes.
- Objective 4.3 Integrate performance measurement into business processes.



## ENABLING INVESTMENTS

**Invest in tools and technology to deliver solutions that provide value for our customers.**

STRATEGY: The DTS will make well-timed technology investments to ensure that services provided to customers are secure and reliable.

- Objective 5.1 Invest in new shared services that provide value to the customers.
- Objective 5.2 Secure and protect State IT assets.
- Objective 5.3 Align capacity management with technology lifecycles.
- Objective 5.4 Align infrastructure refresh and growth with business needs, service levels, and technology lifecycles.



## STATEWIDE LEADERSHIP

**Provide statewide IT leadership.**

STRATEGY: The DTS will provide technology leadership by implementing standards and best practices for the responsible and effective use of IT resources.

- Objective 6.1 Position the State for the efficient adoption of new technologies.
- Objective 6.2 Implement enterprise architectural standards.
- Objective 6.3 Be the technology voice on statewide and federal issues for the State.
- Objective 6.4 Adopt business practices that reduce the use of consumable resources.